

ABSTRACT OF THE DISCLOSURE

A multi-vendor system monitoring and reporting server is connected to a multi-vendor system. The multi-vendor system monitoring and reporting server receives and recognizes plural
5 different trouble reporting interfaces transmitted from respective devices constituting the multi-vendor system, and automatically reports occurrence of a trouble to a system manager device, a primary maintainer terminal and each
maker/vendor/maintenance company system. The primary
10 maintainer terminal creates trouble progress information, trouble completion information, etc. and reports the trouble information from the multi-vendor system monitoring and reporting server. The primary maintainer serves as a primary maintainer to collectively perform trouble information
15 collection, trouble dealing work and trouble management, and performs system operation, presentation of management information and discussions and adjustments of the process management among respective vendors.